

TEACHERS' RETIREMENT BOARD  
BENEFITS AND SERVICES COMMITTEE

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SUBJECT: 2002/03 Proposed Production Objectives

ITEM NUMBER:   4  

ATTACHMENT(S):   1  

ACTION:   X  

DATE OF MEETING: October 3, 2002

INFORMATION:       

PRESENTER(S): Michael Carter

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The primary measure of the quality of the delivery of benefits and services presented to the Benefits & Services Committee are "Production Objectives". Briefly, Production Objectives measure the gross cycle time required to process an event (i.e., processing a retirement application payment within 30 days). These objectives are submitted to this Committee annually for adoption and monthly status reports are provided on the System's status in achieving them. Attachment I presents the Production Objectives for Fiscal Year 2002/03 for the Committee's consideration. Changes to last year's Objectives are shown by lining out the old information and bolding the modifications. New Objectives are bolded in their entirety. The three new objectives listed under Public Service reflect the impact of the Customer Service Initiative, if adopted. It is proposed that the formal Objective for Telephone Interviews, as contained in the Customer Service Initiative be evaluated and presented based on several delivery options.

### **Development of New Production Objectives**

Recent benefit changes and the System's quest to improve services require that several Production Objectives be added to assist in determining the degree to which the System is approaching **best in class** status. Accordingly, staff proposed that the following Production Objectives be piloted in Fiscal Year 2002/03 and proposed for adoption by the Committee in Fiscal Year 2003/04.

1. Telephone Interviews – As stated, a measure of performance will be developed and tested for this service contained in the Customer Service Initiative.
2. Refunds – Although this is believed to be a very satisfactory service provided by the System, comprehensive performance measures are currently not in place. Formal data captures will be developed this year and measures proposed for the subsequent year to ensure this service meets **best in class** status.
3. Defined Benefits Supplement Payments – This is a new benefit and formal measures are needed.
4. Service Credit Purchases Estimates – This is a critical and time-sensitive service to our members and formal measures are warranted.

5. Address Changes, Beneficiary Designation Changes and Electronic Fund Transfer Requests – These are critical services to our members and formal service delivery measures are warranted.

### **New/Refined Performance Measures**

In addition, to “Production Objectives”, what are commonly referred to as Performance Measures will be developed/refined in FY 2002/03 and proposed for adoption in FY 2003/04. These measures will apply to each Production Objective as applicable.

1. Customer Satisfaction – As determined by the Voice of the Customer team.
2. Productivity – A comprehensive measure of data to confirm resource capability and how the System compares to the industry.
3. Accuracy – Formal validation of processing accuracy that will be statistically based and allow early error detection and trend analysis.
4. Cycle-time Step Measures – Process point measures will provide a basis for determining how efficiently the work is being processed. For example, although the System is aware of its ability to process a benefit in 45 days (gross measure), step measures will identify stall time to determine to what degree the work can be processed more efficiently.
5. Cost of Service – This will provide a solid foundation of data to make better informed budget decisions on service delivery as matched against customer expectations.

**CalSTRS**  
**Proposed FY 2002/03**  
**PRODUCTION OBJECTIVES**

**SERVICE RETIREMENTS**

- ✓ *Process 100 percent of service retirement application payments within 30 days of the retirement effective date or receipt of completed application, whichever is later\**
- ✓ *Complete 100 percent of final service retirement payments within 45 days of receipt of all necessary information\**
- ✓ *Finalize 90 percent of service retirement payments within four months of retirement effective date*

**SURVIVOR BENEFITS**

- ✓ *Process 95 percent of applications within 30 days of receipt of all necessary information\**
- ✓ *Complete 95 percent of death benefit payments for retired members within 90 days of receipt of notification of death*

**DISABILITY SERVICES**

- ✓ *Process 100 percent of eligible applications within 180 days of receipt*
- ✓ *Process 95 percent of approvals within 30 days of last required document*

**PUBLIC SERVICE**

- ✓ *Answer 95 percent of calls in less than three minutes*
- ✓ ***Answer 95 percent of calls within one minute (eff. 4/03)***
- ✓ *Answer 95 percent of calls on the first contact*
- ✓ *Respond to 90 percent of correspondence in ten working days*
- ✓ ***Respond to 95 percent of correspondence in three working days (eff. 4/03)***
- ✓ *Respond to 75 percent of e-mails in three working days*
- ✓ ***Respond to 95 percent of e-mails within one working day (eff. 4/03)***

**REGIONAL COUNSELING SERVICES**

- ✓ *Conduct 400 workshops*
- ✓ *Provide ~~22,000~~ **31,700** retirement interviews*
- ✓ *Deliver ~~80~~ **120** group appointment workshops*

**FINANCIAL EDUCATION PROGRAM**

- ✓ *Deliver 30 Financial Education Program workshops to CalSTRS members*

\*The accomplishment of this objective will minimize interest penalty payments resulting from processing delays.